

Students
Loan Repayment - Collection

AWG HEARINGS BRANCH
"Truth Seekers"



Team Roster

Elmyra Trent, Walter Reid, Ken Gissendaner, Peggy Goodrum, Irene Ford
Pam Wright, Bobby Ferrell, Joe Butler, Paula Awtrey, Joy Everett, Melody Parker,
Evelyn Gresham, Martha Sanders-Scott, Teresa Tartar, Jackie Leonard and Davie Haynes

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.05	3.77			
UNIT COST	Your Portion		.03		.03	
	Other					

Contributions

Status

- Develop a customer friendly website (dependent upon budget, completion 2/2/02) – CUSTOMER SATISFACTION.
- Survey customers quarterly and attain 90% Satisfaction – CUSTOMER SATISFACTION (FYE2002).
- Reduce the number of hearing resolutions over 60 days old – CUSTOMER SATISFACTION & UNIT COST (FYE2002).
- Build stronger relationships with AWG and PIC to assist with processes – CUSTOMER SATISFACTION & EMPLOYEE SATISFACTION (FYE2002).